MOTOROLA

AlphaMate® 250

Operator's Manual

6880450F40-B

General Information

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When applicable, the component location is indicated in the hardware manuals. Refer questions concerning the contents of this manual or requests for related circuit board information to:

Motorola, Inc.
Paging Systems Group
Multimedia Publications Department
5401 North Beach St., MS E230-A
Fort Worth, TX 76137-2794

or telephone: **(817) 245-2824**

To access on-line electronic information (BBS) for service notices and the latest software releases, call the Paging One-Call-Support™ center. To request additional manuals please contact Customer Service:

telephone: **(800) 422-4210**
facsimile: **(847) 538-8198**

Global Service Organization

Motorola provides infrastructure and communicator technical support through authorized or company-owned service centers. Motorola also provides service for communicators on a contract basis. For contract service information, please contact your local Motorola representative or the Paging One-Call-Support center:

Motorola, Inc.
Paging One-Call-Support Center
5401 North Beach St., MS E112
Fort Worth, TX 76137-2794

telephone: **(800) 520-7243 or**
(817) 245-4663
facsimile: **(817) 245-2141**

Service Training

Motorola, through its Advanced Messaging Technical Training Group in Fort Worth, Texas, offers courses on paging terminals and base stations. These courses are taught on the site or at a customer's location. Students learn to install, configure and maintain Motorola paging systems. The classrooms at Motorola are equipped to ensure hands-on experience in practical lab exercises.Training courses range from a basic introduction to pagers and paging systems to customized classes on specific systems and large system applications. To obtain a course catalog or scheduling information, please call (817) 245-2183 or (800) 724-3588 and ask for the training coordinator.

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Important Safety Information

The installation, maintenance, and operation of this equipment present potentially unsafe conditions, including, but not limited to, electrical shock, improper voltage to components, and improper operation which can cause personal injury or damage to property.

Read Instructions: Read all the safety instructions before operating the equipment. Retain these safety instructions for future reference. Specialized procedures and instructions are required and must be followed when working on the system. Also, all applicable safety procedures, such as Occupational, Safety and Health Administration (OSHA) requirements, National Electric Code Requirements, local code requirements, safe working practices, and good judgement must be used by personnel when installing, operating, and maintaining the equipment.

Heed Warnings: Adhere to all warnings on the equipment and in the operating instructions. Follow all operating and use instructions. Two safety warnings are used in this instruction manual to indicate:

- Personal injury, death, damage or destruction of the equipment.

WARNING
This safety warning applies to an operating or maintenance procedure, practice or condition which, if not strictly observed, could result in injury or death and/or an operating or maintenance procedure, practice, or condition which, if not strictly observed, could result in damage to, or destruction of, the equipment.

- Product or property damage (includes damage to the system and other components).

CAUTION
This safety warning applies to an operating or maintenance procedure, practice or condition which, if not strictly observed, could result in damage to the equipment or database.

Mounting: Mount the equipment only as recommended by the manufacturer. Situate the equipment away from heat sources such as radiators, heat registers, stoves, or other equipment (including amplifiers) that produces heat.

Power Sources and Grounding: Connect the equipment to the type of power source described in the installation instructions or as marked on the equipment. Take precautions to avoid defeating the grounding or polarization provisions of the equipment. Disconnect the power to the equipment by a circuit breaker when left unused for long periods of time.

Cleaning: Clean the outside of the equipment by using only a damp cloth. Do not immerse the equipment in any type of liquid, including water. Do not use liquid cleaners or aerosol cleaners.

Dirt or other foreign matter should not be allowed to accumulate in the interior of the enclosure.

Damage Requiring Service: The equipment should be serviced by qualified personnel when:

- The equipment does not operate normally or exhibits a negative change in performance.
- The equipment has been dropped.
- The enclosure has been damaged.

Do not attempt to perform service functions that are not described in the operating instructions. All other servicing should be referred to qualified service personnel.

Motorola is not responsible for static damage to equipment not sold under the Motorola logo.

Telephone Line Installation: All telephone line connections to the punchblock should be accomplished with the telephone lines disconnected from the network interface.

Certification Information

This equipment is designed to operate in residential and/or business areas.

FCC Part 68 Registered Equipment Information

This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

This equipment uses the following USOC jacks: RJ-11C.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed 5.0. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone operating company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If you experience trouble in using this equipment, contact Motorola for repair and warranty information:

Motorola, Inc.
Paging Systems Group
5401 North Beach St.
Fort Worth, TX 76137-2794
or telephone: **(800) 520-7243** from within the USA
(817) 245-4663 from outside the USA

If the trouble is causing harm to the telephone network, the telephone company may request that you remove the equipment from the network until the problem is resolved.

The equipment cannot be used on telephone company-provided coin service. Connection to a party line service is subject to state tariffs.

FCC Part 15 Compliance Information

- Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This device complies with Part 15 of FCC Rules. Operation is subject to the following conditions:
  - This device may not cause harmful interference; and
  - This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with manufacturer's instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

TAP Compliance Information

The AlphaMate® 250 communicates with the paging service system using the industry-standard Telocator Alpha Protocol (TAP) Version 1.2.

DOC CS03 Certified Equipment Information

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunication network-protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water-pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Users should not attempt to make such connections, but should contact the appropriate electric inspection authority, or an electrician, as appropriate.

To prevent overloading, a Load Number (LN) is assigned to each terminal device denoting the percentage of the total load to be connected to a telephone loop that is used by the device. The termination of a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of the devices does exceed 100.

Canadian Electromagnetic Compliance Information

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

European Union Directives Conformance Statement

CE

The AlphaMate 250 (220 V power supply) is in conformance with the requirements of the applicable EU Council Directives. Declarations of Conformance with the requirements are located at:

Motorola Ltd.
Advanced Messaging Markets Division–EMEA
Unit 1, The Ringway Centre
Edison Road, Houndmills
Basingstoke, Hants RG21 6YH
United Kingdom

This equipment is designed to operate in a residential or business area. Electrostatic discharge on the RS232 connector may switch off the equipment. In the event of this occurrence, restart the equipment.

This equipment conforms to the Class A ITE performance requirements of the EN55022. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

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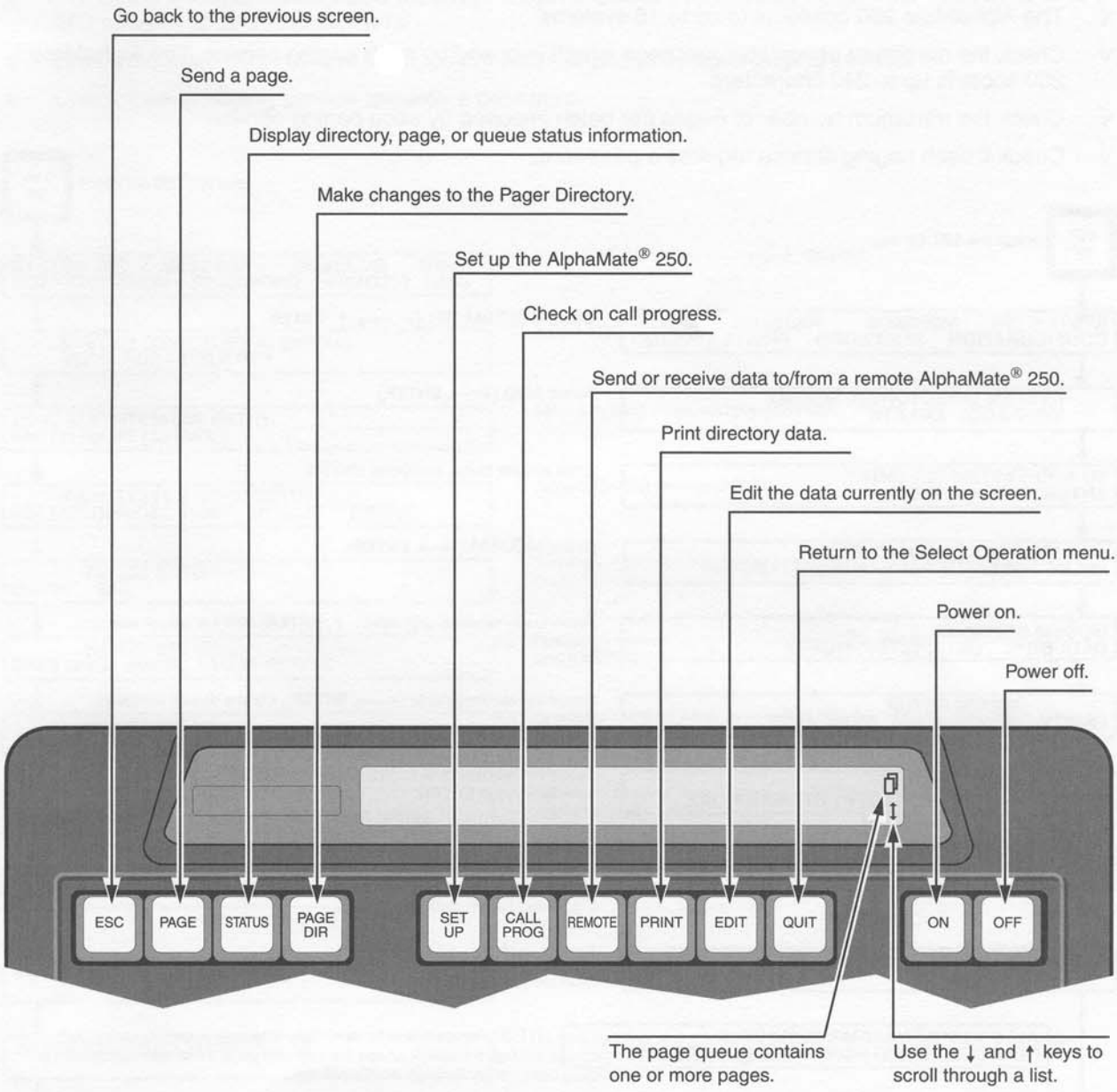
Table of Contents

Controls and Indicators 1
Adding a New Paging Service Using a Telephone (Modem) Connection 2
Adding a New Paging Service Using an RS-232 Link 3
Deleting a Paging Service 4
Reviewing/Changing a Paging Service 5
Adding a New Pager 6
Deleting a Pager 6
Reviewing/Changing a Pager 7
Sending a Page 8
Adding a New Group 9
Deleting a Group 9
Reviewing/Changing a Group 10
Paging Several People Simultaneously 11
Recalling the Previous Page 12
Adding a New Canned Message 13
Deleting a Canned Message 13
Reviewing/Changing a Canned Message 14
Checking the Status of Your Directories 15
Printing Your Directories 15
Checking Page Information and Queue Status 16
Logging Pages to the Printer 16
Turning Call-Progress Reporting On and Off 17
Checking the Status of a Page 17
Sending Directory Data to Another AlphaMate 250 18
Receiving Directory Data From Another AlphaMate 250 19
Adjusting the Display Contrast 20
Turning the Speaker On and Off 20
Entering a Master Password 21
Changing the Master Password 21
Entering a User Password 22
Changing the User Password 22
Error Messages and What They Mean 23
Troubleshooting Procedure 25

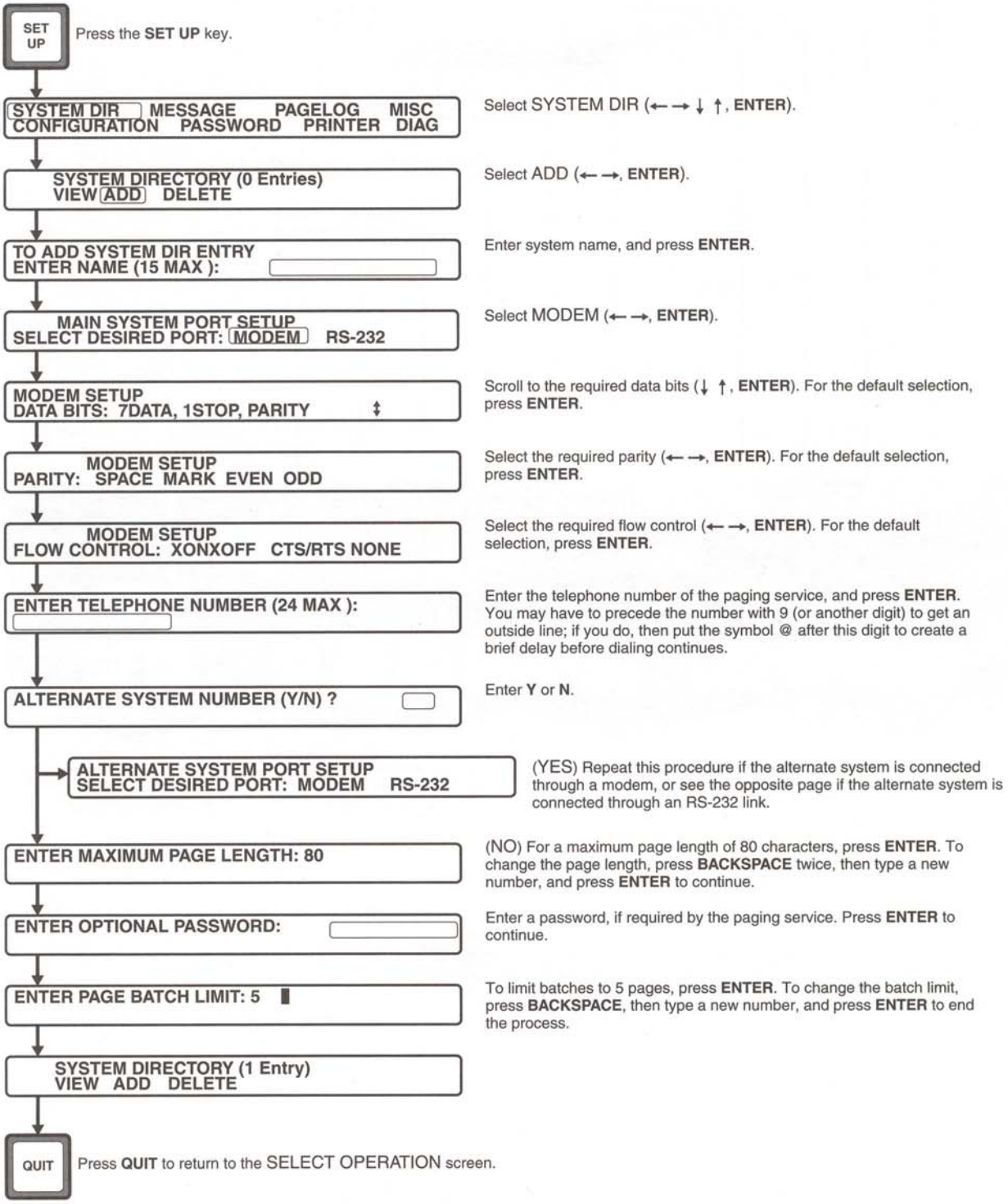
Controls and Indicators

√ When a word does not fit at the end of a line, the entire word wraps to the next line. This feature is for the operator's convenience and does not affect how a message appears on the pager.



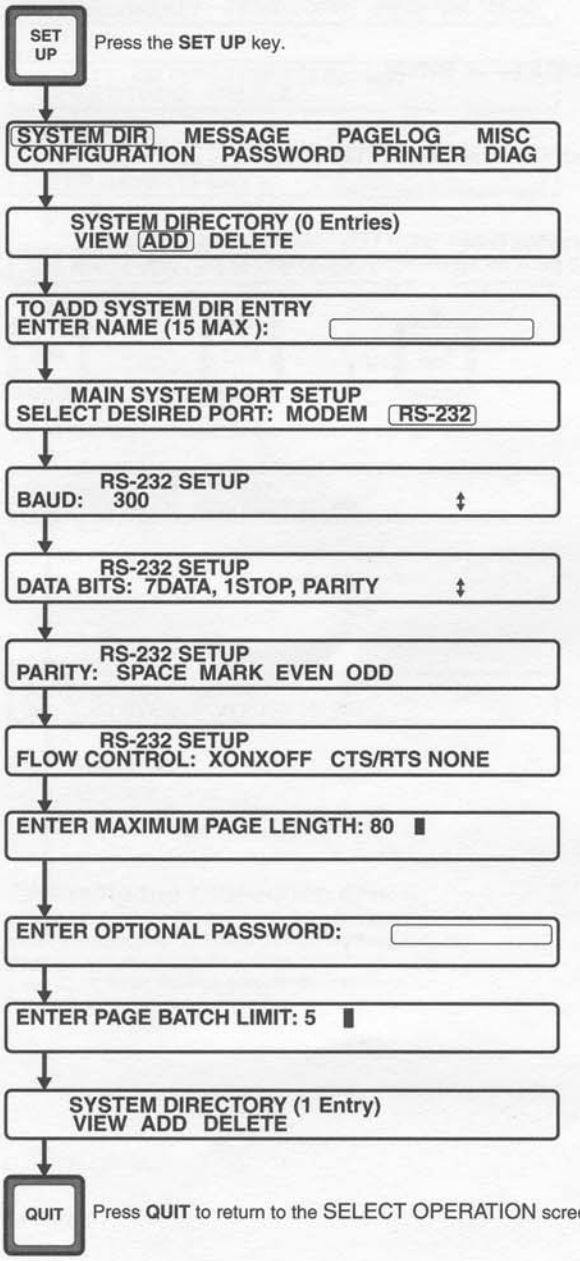
Adding a New Paging Service Using a Telephone (Modem) Connection

- √ You must have at least one system (paging service).
- √ The AlphaMate 250 connects to up to 16 systems.
- √ Check the maximum acceptable message length imposed by each paging service. The AlphaMate 250 accepts up to 240 characters.
- √ Check the maximum number of pages per batch imposed by each paging service.
- √ Check if each paging service requires a password.


SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select SYSTEM DIR (← → ↓ ↑, ENTER).
SYSTEM DIRECTORY (0 Entries)
VIEW ADD DELETE
Select ADD (← →, ENTER).
TO ADD SYSTEM DIR ENTRY
ENTER NAME (15 MAX):
Enter system name, and press ENTER.
MAIN SYSTEM PORT SETUP
SELECT DESIRED PORT: MODEM RS-232
Select MODEM (← →, ENTER).
MODEM SETUP
DATA BITS: 7DATA, 1STOP, PARITY
Scroll to the required data bits (↓ ↑, ENTER). For the default selection, press ENTER.
MODEM SETUP
PARITY: SPACE MARK EVEN ODD
Select the required parity (← →, ENTER). For the default selection, press ENTER.
MODEM SETUP
FLOW CONTROL: XONXOFF CTS/RTS NONE
Select the required flow control (← →, ENTER). For the default selection, press ENTER.
ENTER TELEPHONE NUMBER (24 MAX):
Enter the telephone number of the paging service, and press ENTER. You may have to precede the number with 9 (or another digit) to get an outside line; if you do, then put the symbol @ after this digit to create a brief delay before dialing continues.
ALTERNATE SYSTEM NUMBER (Y/N) ?
Enter Y or N.
ALTERNATE SYSTEM PORT SETUP
SELECT DESIRED PORT: MODEM RS-232
(YES) Repeat this procedure if the alternate system is connected through a modem, or see the opposite page if the alternate system is connected through an RS-232 link.
ENTER MAXIMUM PAGE LENGTH: 80
(NO) For a maximum page length of 80 characters, press ENTER. To change the page length, press BACKSPACE twice, then type a new number, and press ENTER to continue.
ENTER OPTIONAL PASSWORD:
Enter a password, if required by the paging service. Press ENTER to continue.
ENTER PAGE BATCH LIMIT: 5
To limit batches to 5 pages, press ENTER. To change the batch limit, press BACKSPACE, then type a new number, and press ENTER to end the process.
SYSTEM DIRECTORY (1 Entry)
VIEW ADD DELETE
QUIT
Press QUIT to return to the SELECT OPERATION screen.

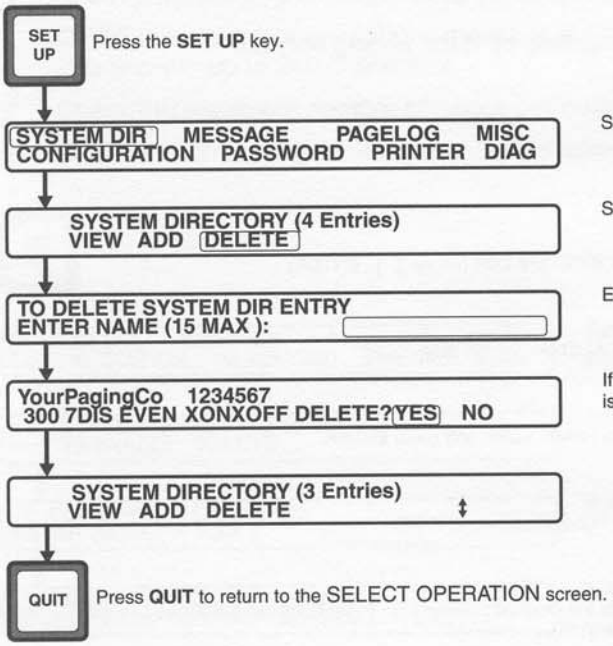
Adding a New Paging Service Using an RS-232 Link

- √ You must have at least one system (paging service).
- √ The AlphaMate 250 connects to up to 16 systems.
- √ Check the maximum acceptable message length imposed by each paging service. The AlphaMate 250 accepts up to 240 characters.
- √ Check the maximum number of pages per batch imposed by each paging service.
- √ Check if each paging service requires a password.


SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select SYSTEM DIR (← → ↓ ↑, ENTER).
SYSTEM DIRECTORY (0 Entries)
VIEW ADD DELETE
Select ADD (← →, ENTER).
TO ADD SYSTEM DIR ENTRY
ENTER NAME (15 MAX):
Enter a system name, and press ENTER.
MAIN SYSTEM PORT SETUP
SELECT DESIRED PORT: MODEM RS-232
Select RS-232 (← →, ENTER).
RS-232 SETUP
BAUD: 300
Scroll to the required baud rate (↓ ↑, ENTER). For the default selection, press ENTER.
RS-232 SETUP
DATA BITS: 7DATA, 1STOP, PARITY
Select the required data bits (← →, ENTER). For the default selection, press ENTER.
RS-232 SETUP
PARITY: SPACE MARK EVEN ODD
Select the required parity (← →, ENTER). For the default selection, press ENTER.
RS-232 SETUP
FLOW CONTROL: XONXOFF CTS/RTS NONE
Select the required flow control (← →, ENTER). For the default selection, press ENTER.
ENTER MAXIMUM PAGE LENGTH: 80
For a maximum page length of 80 characters, press ENTER. To change the page length, press BACKSPACE twice, then type a new number, and press ENTER to continue.
ENTER OPTIONAL PASSWORD:
Enter a password, if required by the paging service. Press ENTER to continue.
ENTER PAGE BATCH LIMIT: 5
To limit batches to 5 pages, press ENTER. To change the batch limit, press BACKSPACE, then type a new number, and press ENTER to end the process.
SYSTEM DIRECTORY (1 Entry)
VIEW ADD DELETE
QUIT
Press QUIT to return to the SELECT OPERATION screen.

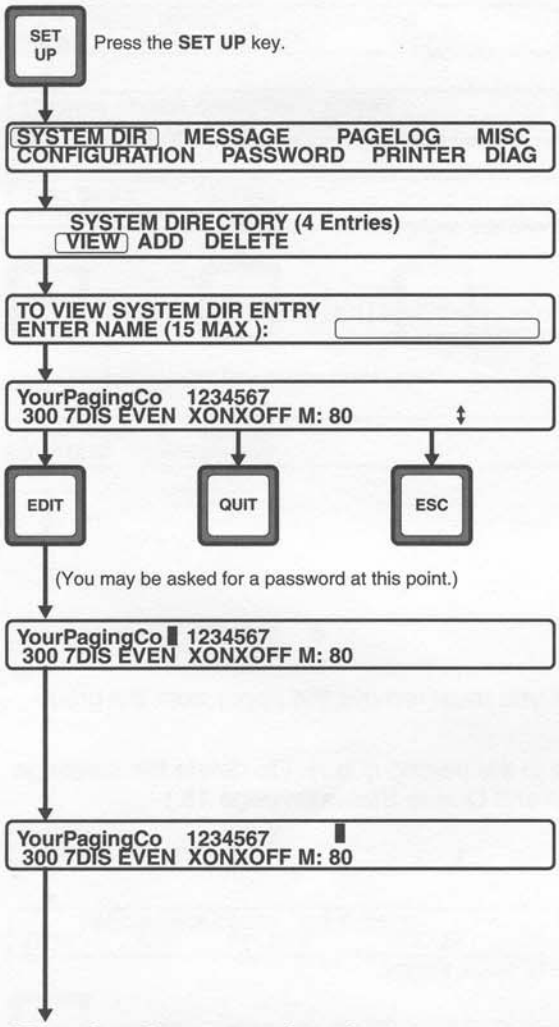
Deleting a Paging Service

√ Before deleting a paging service, all pager entries in that directory must be deleted or changed to another paging service. You cannot delete a paging service while there are still pagers that expect to use this service.


SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select SYSTEM DIR (← → ↓ ↑, ENTER).
SYSTEM DIRECTORY (4 Entries)
VIEW ADD DELETE
Select DELETE (← →, ENTER).
TO DELETE SYSTEM DIR ENTRY
ENTER NAME (15 MAX):
Enter a system name, and press ENTER.
YourPagingCo 1234567
300 7DIS EVEN XONXOFF DELETE? YES NO
If this is the correct system, select YES (press ← ENTER); the system is deleted. If this is not the correct system, select NO and press ENTER.
SYSTEM DIRECTORY (3 Entries)
VIEW ADD DELETE
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Reviewing/Changing a Paging Service

√ Changes to the paging service data (starting with the telephone number) do not take effect until you have scrolled through all of the data entries by pressing the **ENTER** key repeatedly. The changes have gone into effect when the paging service name reappears on the screen.



Press the **SET UP** key.

Select SYSTEM DIR (← → ↓ ↑, **ENTER**).

Select VIEW (← →, **ENTER**).

Enter the paging system name, and press **ENTER**. (Or press **ENTER** to get the first entry in the list, then press ↓ ↑ to scroll through the list.)

Reviewing the system data

Return to the SYSTEM DIRECTORY screen.

Changing the name

To edit the system name:

- Press ← → to move the cursor.
- Press **CTRL+V** to switch to/from insert mode.
- Press **BACKSPACE** to delete.

Changing the number

To edit the number:

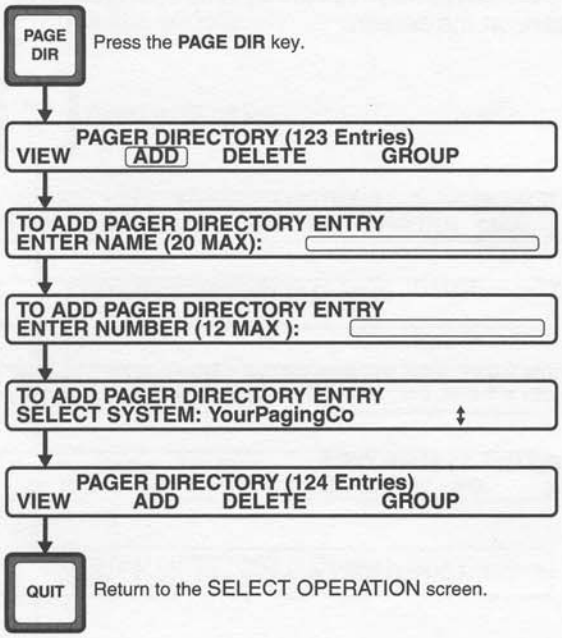
- Press ← → to move the cursor.
- Press **CTRL+V** to switch to/from insert mode.
- Press **BACKSPACE** to delete.

Changing the connection data

From here on the AlphaMate 250 goes through the same setup routine for the appropriate connection to the paging service— either for a modem connection (see page 2), or for an RS-232 connection (see page 3).

Adding a New Pager

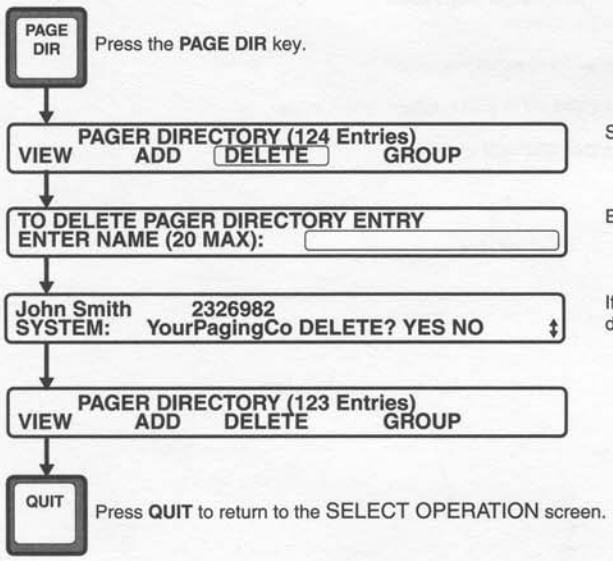
√ Up to 250 pagers can be entered.


PAGE DIR
Press the PAGE DIR key.
PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE GROUP
Select ADD (← →, ENTER).
TO ADD PAGER DIRECTORY ENTRY
ENTER NAME (20 MAX):
Enter a unique subscriber (pager user) name, and press ENTER.
TO ADD PAGER DIRECTORY ENTRY
ENTER NUMBER (12 MAX):
Enter the phone number for this pager, and press ENTER.
TO ADD PAGER DIRECTORY ENTRY
SELECT SYSTEM: YourPagingCo
Scroll to paging system to be used (↓ ↑, ENTER). For the default selection, press ENTER.
PAGER DIRECTORY (124 Entries)
VIEW ADD DELETE GROUP
QUIT
Return to the SELECT OPERATION screen.

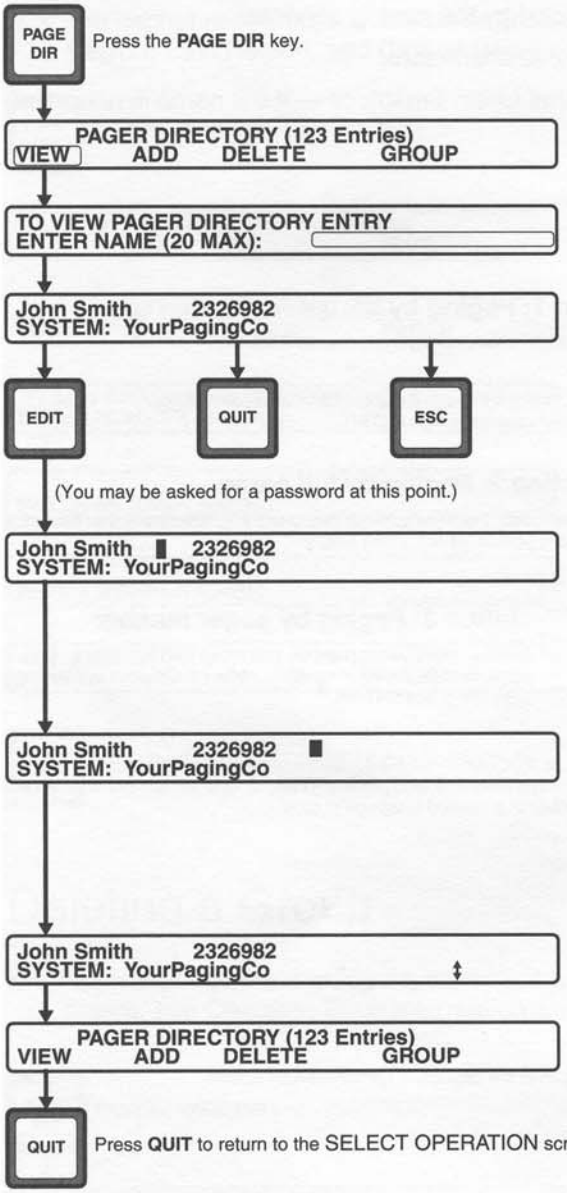
Deleting a Pager

√ You cannot delete a pager that is a member of a group: you must remove the pager from the group first (see Deleting a Group on page 9).

√ You cannot delete a pager if it currently has a message in the paging queue. (To delete the message from the paging queue, see Checking Page Information and Queue Status on page 16.)


PAGE DIR
Press the PAGE DIR key.
PAGER DIRECTORY (124 Entries)
VIEW ADD DELETE GROUP
Select DELETE (← →, ENTER).
TO DELETE PAGER DIRECTORY ENTRY
ENTER NAME (20 MAX):
Enter the subscriber (pager user) name, and press ENTER.
John Smith 2326982
SYSTEM: YourPagingCo DELETE? YES NO
If this is the correct person, select YES (press ← ENTER); the pager is deleted. If this is not the correct person, select NO and press ENTER.
PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE GROUP
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Reviewing/Changing a Pager

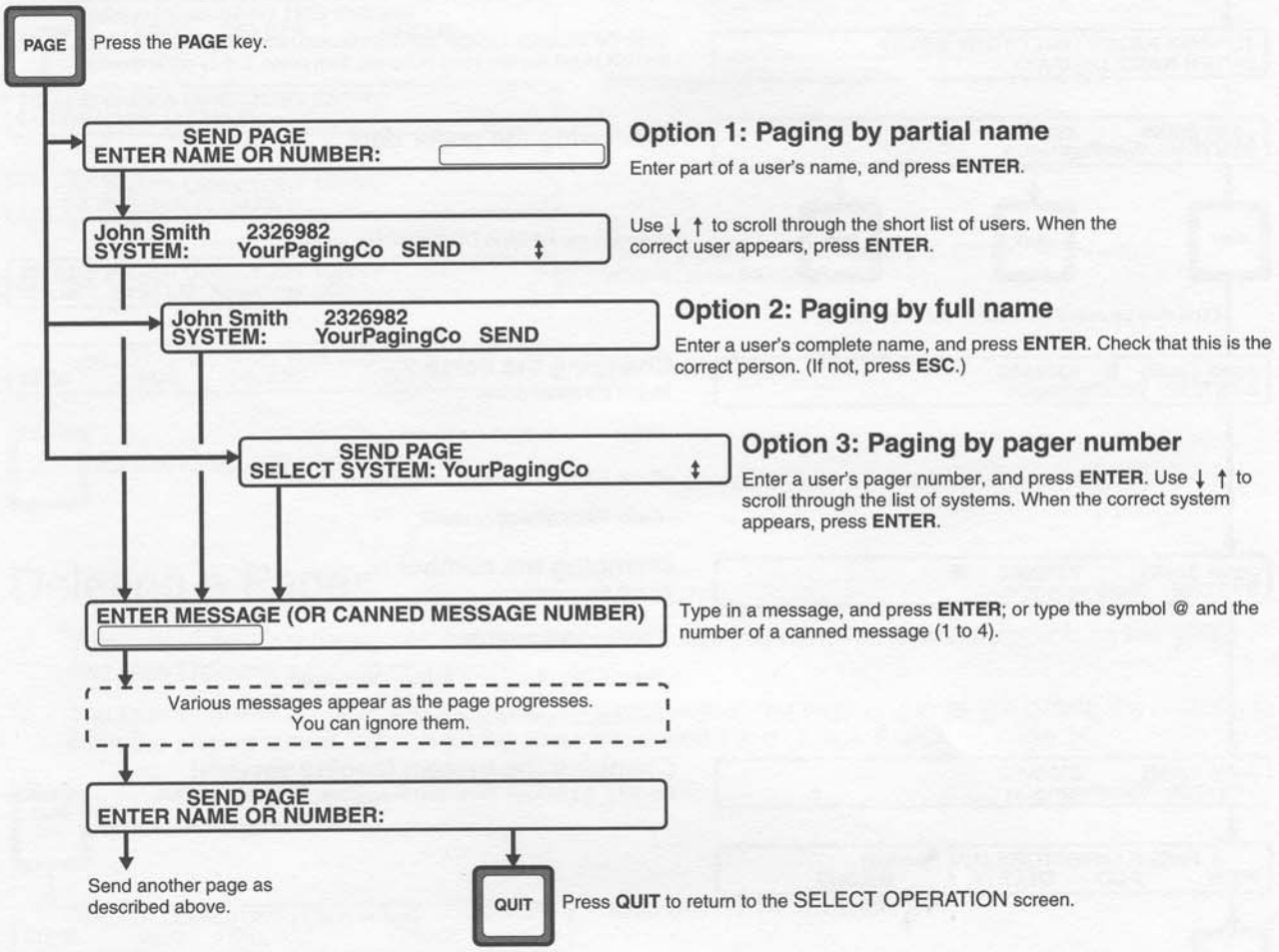

PAGE DIR
Press the PAGE DIR key.
PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE GROUP
Select VIEW (← →, ENTER).
TO VIEW PAGER DIRECTORY ENTRY
ENTER NAME (20 MAX):
Enter the subscriber (pager user) name, and press ENTER. (Or press ENTER to get the first entry in the list, then press ↓ ↑ to scroll through the list.)
John Smith 2326982
SYSTEM: YourPagingCo
Reviewing the pager data
EDIT
QUIT
ESC
Return to the PAGER DIRECTORY screen.
(You may be asked for a password at this point.)
John Smith 2326982
SYSTEM: YourPagingCo
Changing the name
To edit the pager name:
- Press ← → to move the cursor.
- Press CTRL+V to switch to/from insert mode.
- Press BACKSPACE to delete.
John Smith 2326982
SYSTEM: YourPagingCo
Changing the number
To edit the number:
- Press ← → to move the cursor.
- Press CTRL+V to switch to/from insert mode.
- Press BACKSPACE to delete.
John Smith 2326982
SYSTEM: YourPagingCo
Changing the system (paging service)
Scroll (↓ ↑) through the available services, and press ENTER.
PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE GROUP
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Sending a Page

√ Check the maximum acceptable message length imposed by the paging services.

√ The AlphaMate 250 allows a message length of up to 240 characters.

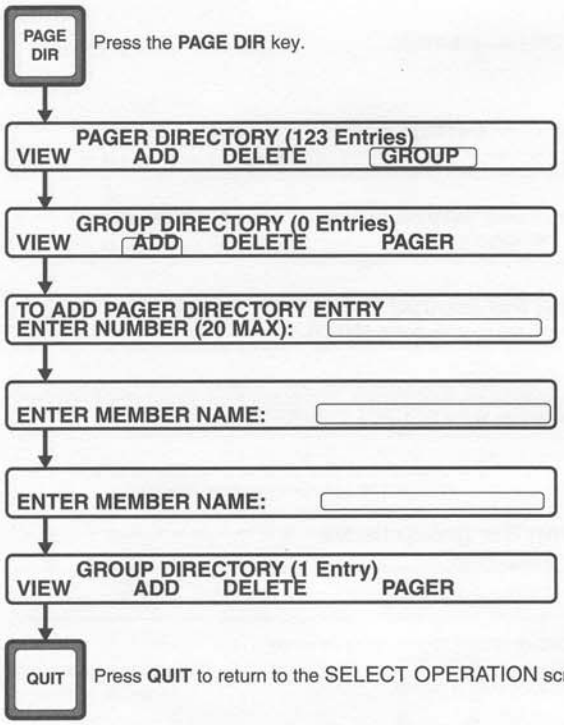
√ You can page by using part of a name (John), a full name (John Smith), or — if the name is not in the database — a pager number (555-6982).


PAGE
Press the PAGE key.
SEND PAGE
ENTER NAME OR NUMBER:
Option 1: Paging by partial name
Enter part of a user's name, and press ENTER.
John Smith 2326982
SYSTEM: YourPagingCo SEND
Use ↓ ↑ to scroll through the short list of users. When the correct user appears, press ENTER.
John Smith 2326982
SYSTEM: YourPagingCo SEND
Option 2: Paging by full name
Enter a user's complete name, and press ENTER. Check that this is the correct person. (If not, press ESC.)
SEND PAGE
SELECT SYSTEM: YourPagingCo
Option 3: Paging by pager number
Enter a user's pager number, and press ENTER. Use ↓ ↑ to scroll through the list of systems. When the correct system appears, press ENTER.
ENTER MESSAGE (OR CANNED MESSAGE NUMBER)
Type in a message, and press ENTER; or type the symbol @ and the number of a canned message (1 to 4).
Various messages appear as the page progresses.
You can ignore them.
SEND PAGE
ENTER NAME OR NUMBER:
Send another page as described above.
QUIT
Press QUIT to return to the SELECT OPERATION screen.

√ When you send a page, a blinking symbol appears at the end of the first line on the screen. This symbol indicates that the page is being sent by the AlphaMate 250 to the paging service. Normally this symbol disappears after a few seconds. If a problem occurs, this symbol may remain longer. In this case, you can check (and change) the status of the page as described in Checking Page Information and Queue Status on page 16.

Adding a New Group

√ You cannot nest groups within other groups. For example, you cannot combine groups named West Region, East Region, and Central Region as All Regions.



Press the **PAGE DIR** key.

Select GROUP (← →, **ENTER**).

Select ADD (← →, **ENTER**).

Enter a unique name for the group (it must be different from all pager names), and press **ENTER**.

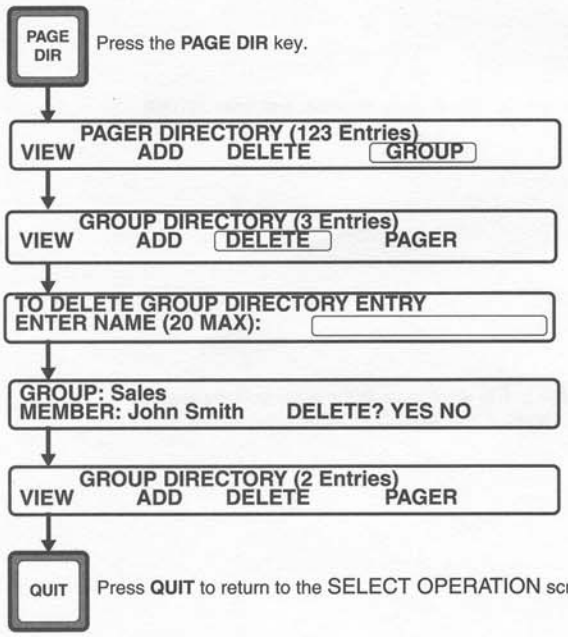
Enter the complete name of the first group member, and press **ENTER**.

Enter the complete name of the next group member, and press **ENTER**. When you have entered all the group members, press **ENTER** instead of a name.

Press **QUIT** to return to the SELECT OPERATION screen.

Deleting a Group

√ You cannot delete a group if it currently has a message in the paging queue. (To delete it from the queue, see Checking Page Information and Queue Status on page 16.)



Press the **PAGE DIR** key.

Select GROUP (← →, **ENTER**).

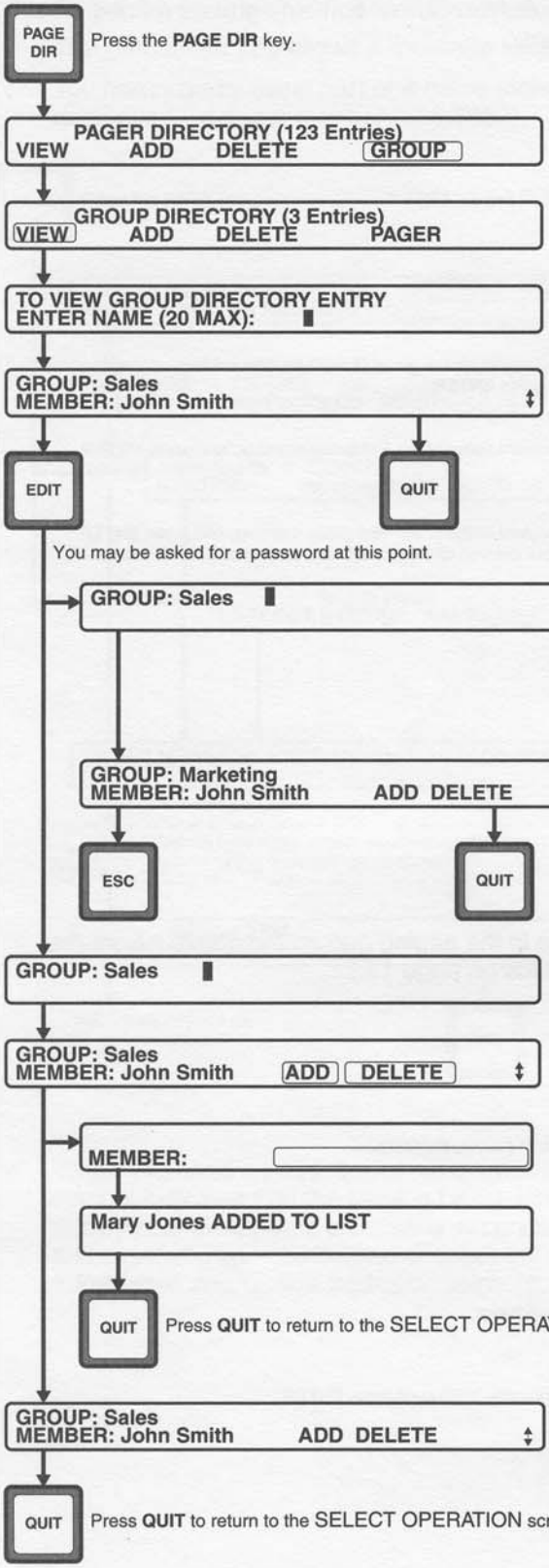
Select DELETE (← →, **ENTER**).

Enter the group name.

Confirm by selecting YES, and press **ENTER**.

Press **QUIT** to return to the SELECT OPERATION screen.

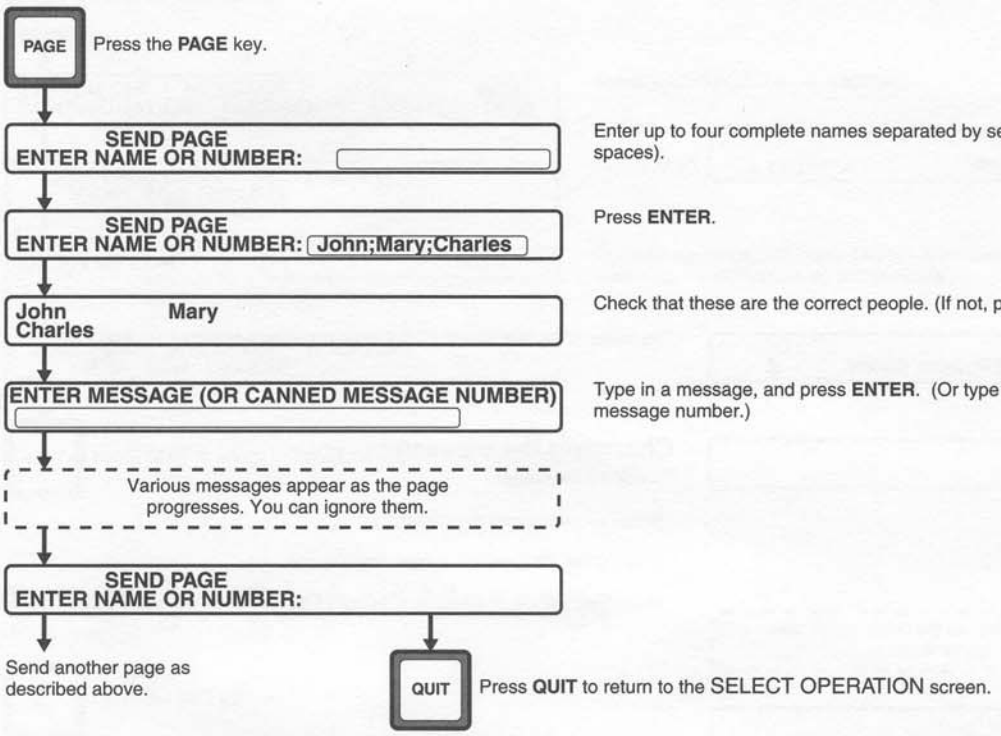
Reviewing/Changing a Group


PAGE DIR
Press the PAGE DIR key.
PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE GROUP
Select GROUP (← →, ENTER).
GROUP DIRECTORY (3 Entries)
VIEW ADD DELETE PAGER
Select VIEW (← →, ENTER).
TO VIEW GROUP DIRECTORY ENTRY
ENTER NAME (20 MAX):
Enter the group name, and press ENTER. (Or press ENTER to get the first group in the list.)
GROUP: Sales
MEMBER: John Smith
Reviewing the groups
To scroll through the groups, press ENTER.
EDIT
QUIT
Press QUIT to return to the SELECT OPERATION screen.
You may be asked for a password at this point.
GROUP: Sales
Changing the group name
To edit the group name:
- Press ← → to move the cursor.
- Press CTRL+V to switch to/from insert mode.
- Press BACKSPACE to delete.
GROUP: Marketing
MEMBER: John Smith ADD DELETE
ESC
QUIT
Press QUIT to return to the SELECT OPERATION screen.
GROUP: Sales
Adding/deleting members
Press ENTER to continue.
GROUP: Sales
MEMBER: John Smith ADD DELETE
MEMBER:
(ADD) Enter the name of the new member, and press ENTER.
Mary Jones ADDED TO LIST
QUIT
Press QUIT to return to the SELECT OPERATION screen.
GROUP: Sales
MEMBER: John Smith ADD DELETE
(DELETE) Use ↓ ↑ to scroll through the group until the required member is displayed. Press ENTER to delete this member.
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Paging Several People Simultaneously

√ Check the maximum acceptable message length imposed by the paging services.

√ The AlphaMate 250 allows a message length of up to 240 characters.

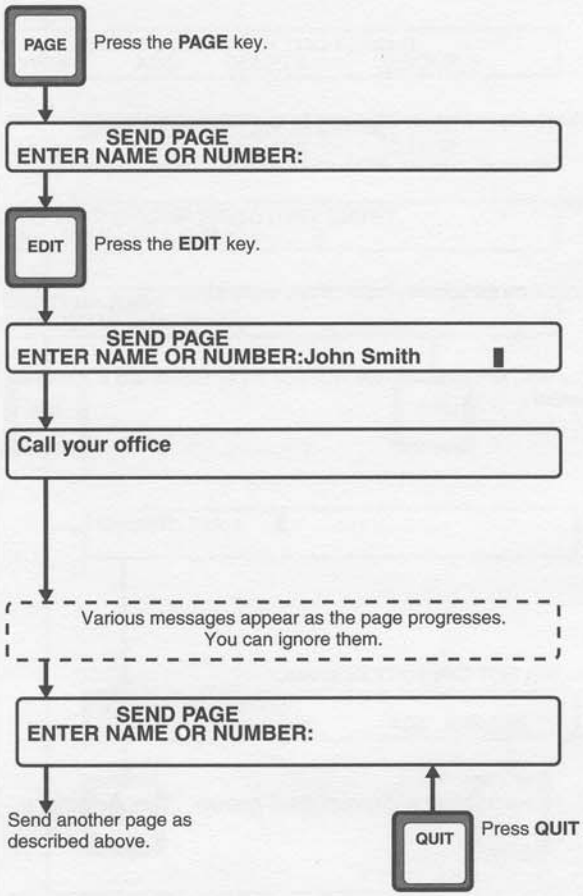

PAGE
Press the PAGE key.
SEND PAGE
ENTER NAME OR NUMBER:
Enter up to four complete names separated by semicolons (but no spaces).
SEND PAGE
ENTER NAME OR NUMBER: John;Mary;Charles
Press ENTER.
John Mary
Charles
Check that these are the correct people. (If not, press ESC.)
ENTER MESSAGE (OR CANNED MESSAGE NUMBER)
Type in a message, and press ENTER. (Or type the symbol @ and a message number.)
Various messages appear as the page progresses. You can ignore them.
SEND PAGE
ENTER NAME OR NUMBER:
Send another page as described above.
QUIT
Press QUIT to return to the SELECT OPERATION screen.

√ If you page a particular group of people frequently, you can set up a predefined group. See Adding a New Group on page 9.

Recalling the Previous Page

√ Check the maximum acceptable message length imposed by the paging services.

√ The AlphaMate 250 allows a message length of up to 240 characters.



The name of the last person paged appears automatically. Press **ENTER**.

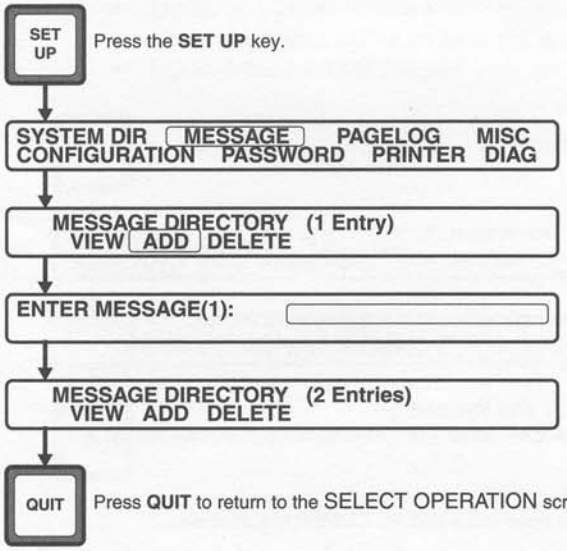
Changing the message

To edit the message:

- Press ← → to move the cursor.
- Press **CTRL+V** to switch to/from insert mode.
- Press **BACKSPACE** to delete.

Adding a New Canned Message

√ Check the maximum acceptable message length imposed by the paging services.



Press the **SET UP** key.

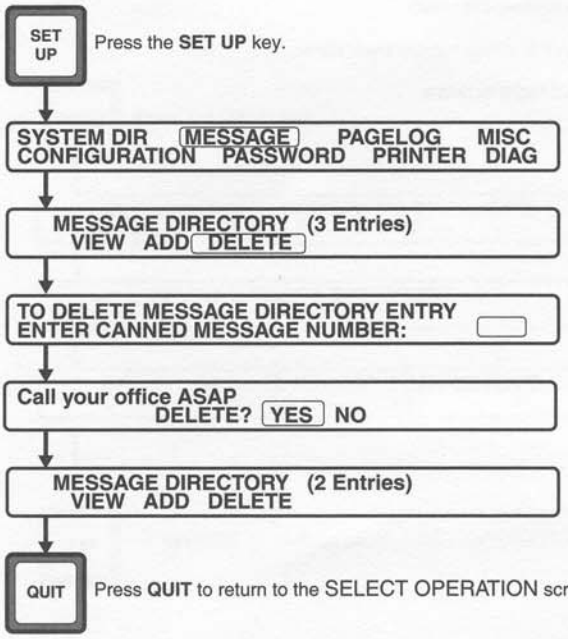
Select MESSAGE (← →, **ENTER**).

Select ADD (← →, **ENTER**).

Enter the message, and press **ENTER**. If the message is more than two lines long, the screen scrolls automatically.

Press **QUIT** to return to the SELECT OPERATION screen.

Deleting a Canned Message



Press the **SET UP** key.

Select MESSAGE (← →, **ENTER**).

Select DELETE (← →, **ENTER**).

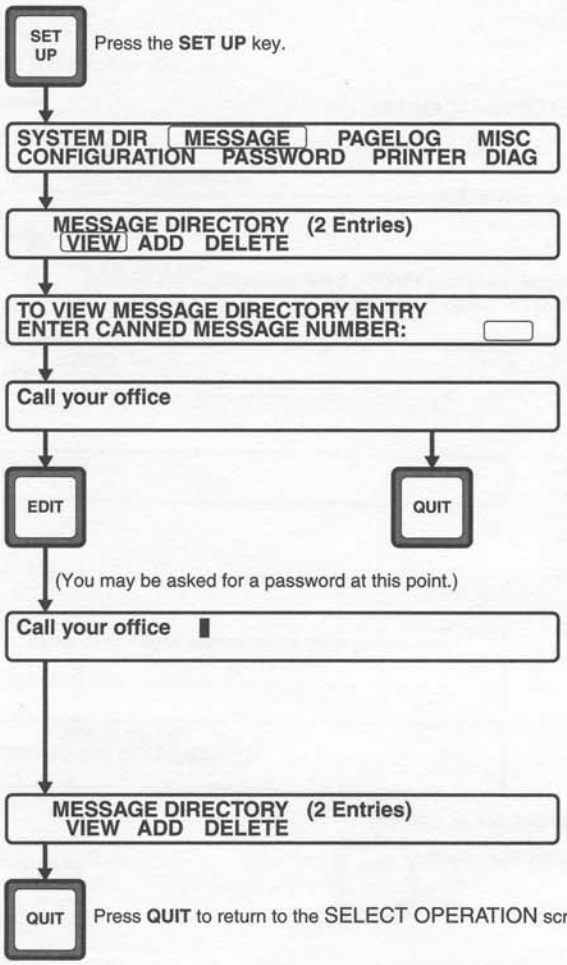
Type 1, 2, 3, or 4, then press **ENTER**.

Confirm by selecting YES, and press **ENTER**.

Press **QUIT** to return to the SELECT OPERATION screen.

Reviewing/Changing a Canned Message

√ Check the maximum acceptable message length imposed by the paging services.



Press the **SET UP** key.

Select MESSAGE (← →, **ENTER**).

Select VIEW (← →, **ENTER**).

To select a message, type 1, 2, 3, or 4, then press **ENTER**. To scroll through all messages, press **ENTER**, then use ↓ ↑ to scroll.

Reviewing the message

If the message is more than two lines long, use ↓ ↑ to scroll through it.

Press **QUIT** to return to the SELECT OPERATION screen.

Changing the message

To edit the message:

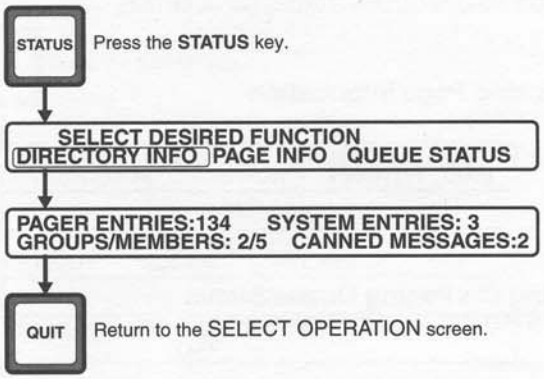
- Press ← → to move the cursor.
- Press **CTRL+V** to switch to/from insert mode.
- Press **BACKSPACE** to delete.

Press **QUIT** to return to the SELECT OPERATION screen.

Checking the Status of Your Directories

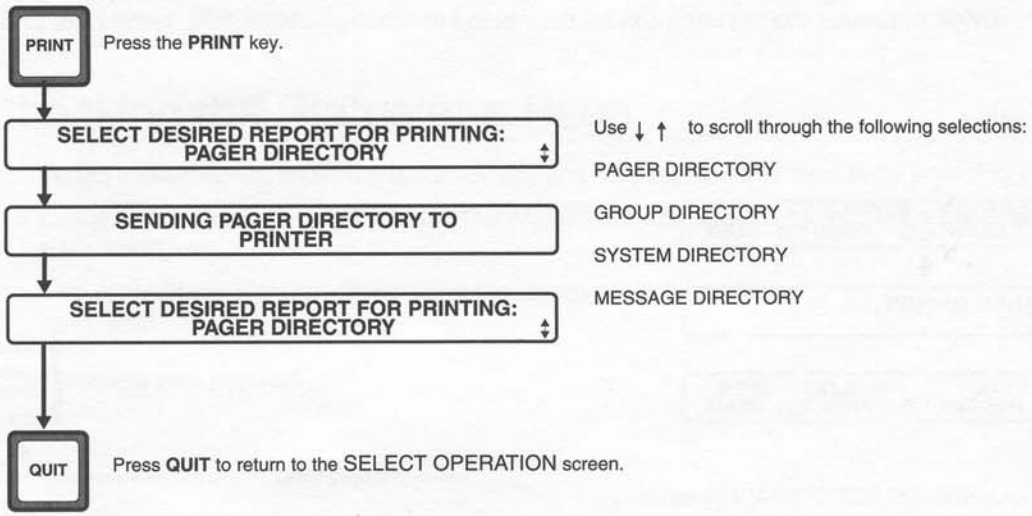
√ The AlphaMate 250 allows the following:

- Up to 250 pager entries
- Up to 16 system entries
- Up to 4 groups with a total of up to 250 members
- Up to 4 canned messages


STATUS
Press the STATUS key.
SELECT DESIRED FUNCTION
DIRECTORY INFO PAGE INFO QUEUE STATUS
Select DIRECTORY INFO (← →, ENTER).
PAGER ENTRIES:134 SYSTEM ENTRIES: 3
GROUPS/MEMBERS: 2/5 CANNED MESSAGES:2
QUIT
Return to the SELECT OPERATION screen.

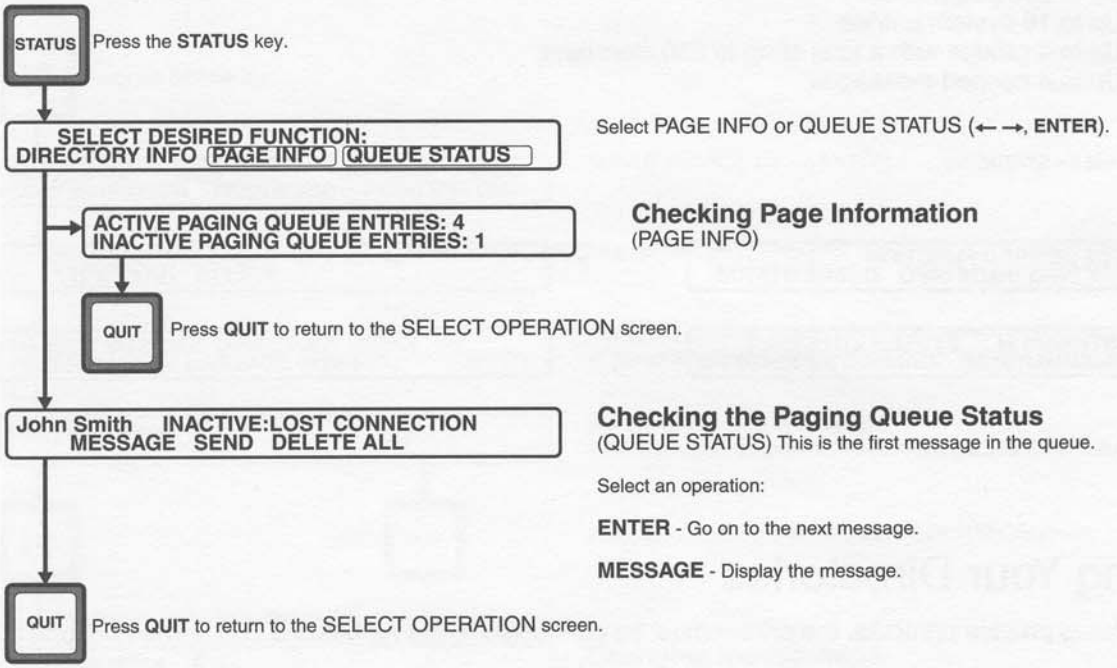
Printing Your Directories

√ In order to provide printouts, the printer must be connected to the AlphaMate 250, turned on, and on line.



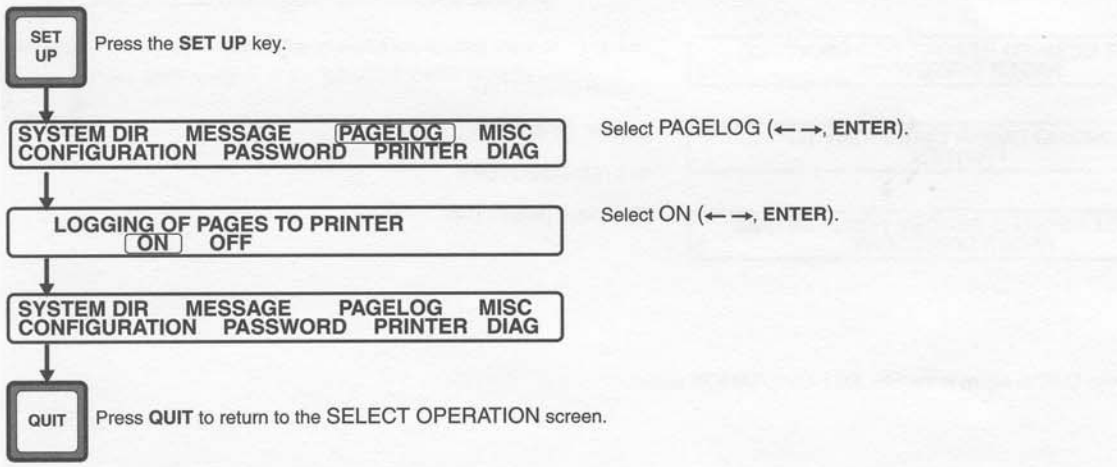
Checking Page Information and Queue Status

√ QUEUE STATUS cannot be selected if the queue is empty.


STATUS
Press the STATUS key.
SELECT DESIRED FUNCTION:
DIRECTORY INFO [PAGE INFO] [QUEUE STATUS]
Select PAGE INFO or QUEUE STATUS (← →, ENTER).
ACTIVE PAGING QUEUE ENTRIES: 4
INACTIVE PAGING QUEUE ENTRIES: 1
Checking Page Information
(PAGE INFO)
QUIT
Press QUIT to return to the SELECT OPERATION screen.
John Smith INACTIVE:LOST CONNECTION
MESSAGE SEND DELETE ALL
Checking the Paging Queue Status
(QUEUE STATUS) This is the first message in the queue.
Select an operation:
ENTER - Go on to the next message.
MESSAGE - Display the message.
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Logging Pages to the Printer

√ Before it can provide printouts, the printer must be connected to the AlphaMate 250, turned on, and on line.


SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE [PAGELOG] MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select PAGELOG (← →, ENTER).
LOGGING OF PAGES TO PRINTER
[ON] OFF
Select ON (← →, ENTER).
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Sample Printout

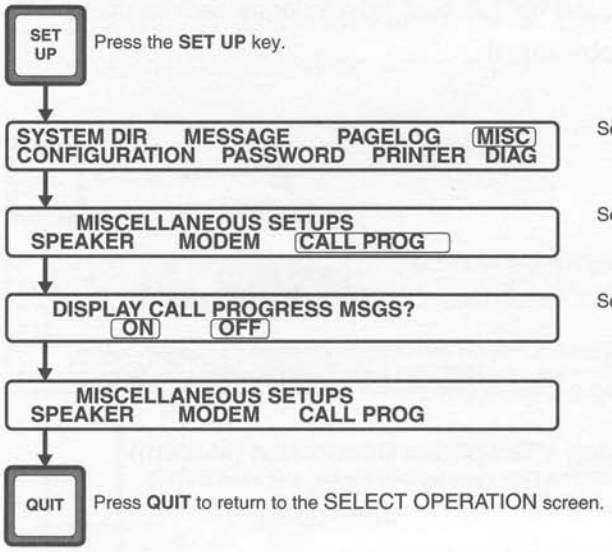
```
PAGE SENT
John Smith              2326982
Call your office

*** PAGE NOT SENT  -  BUSY
Mary Jones              2322744
Sales meeting cancelled
```

Turning Call-Progress Reporting On and Off

√ When you send a page, the AlphaMate 250 normally reports the progress of that page through a series of messages on the screen.

√ When call-progress reporting is turned off, you can still see the reports by pressing the **CALL PROG** key. See Checking the Status of a Page below.


SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select MISC (← →, ENTER).
MISCELLANEOUS SETUPS
SPEAKER MODEM CALL PROG
Select CALL PROG (← →, ENTER).
DISPLAY CALL PROGRESS MSGS?
ON OFF
Select ON or OFF (← →, ENTER).
MISCELLANEOUS SETUPS
SPEAKER MODEM CALL PROG
QUIT
Press QUIT to return to the SELECT OPERATION screen.

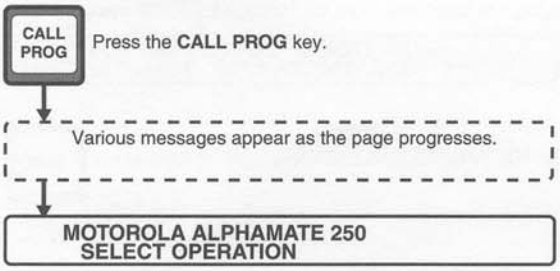
√ Whenever call-progress information appears on the screen, you can still use the AlphaMate 250. You need not wait until the call-progress information is gone; press any function key and continue.

Checking the Status of a Page

√ When call-progress reporting is turned off, you can still see the reports by pressing the **CALL PROG** key.

√ Call-progress reports only appear if the AlphaMate 250 is actually sending a page when you press the **CALL PROG** key.

\+ The AlphaMate 250 reports only the call currently in process.

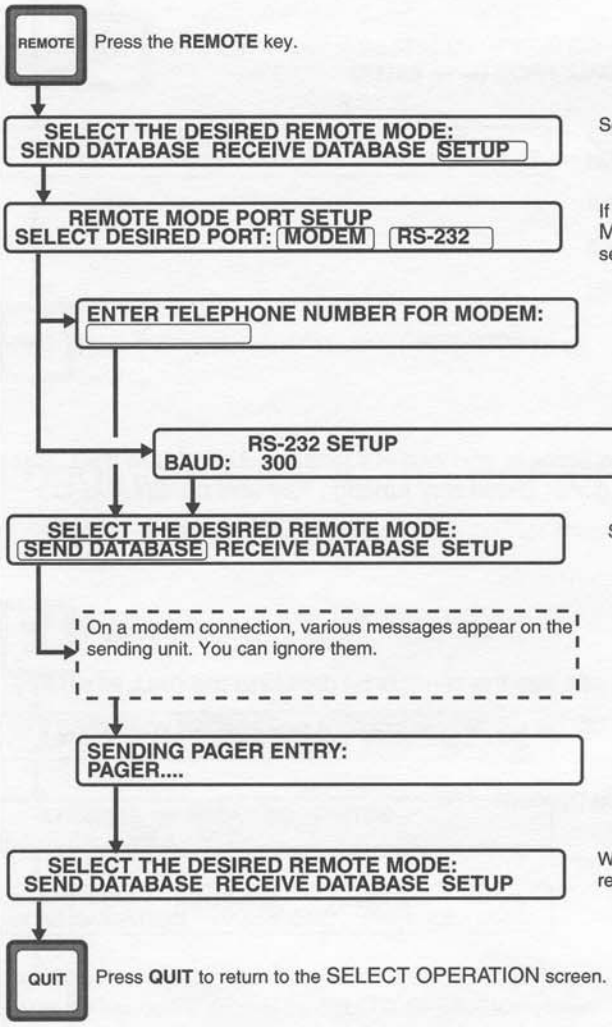

CALL PROG
Press the CALL PROG key.
Various messages appear as the page progresses.
MOTOROLA ALPHAMATE 250
SELECT OPERATION
After the page has been sent, the SELECT OPERATION screen reappears automatically.

√ Whenever call-progress information appears on the screen, you can still use the AlphaMate 250. You need not wait until the call-progress information is gone; press any function key and continue.

Sending Directory Data to Another AlphaMate 250

- √ The System, the Pager, and the Group Directories from one AlphaMate 250 can be sent to another AlphaMate 250.

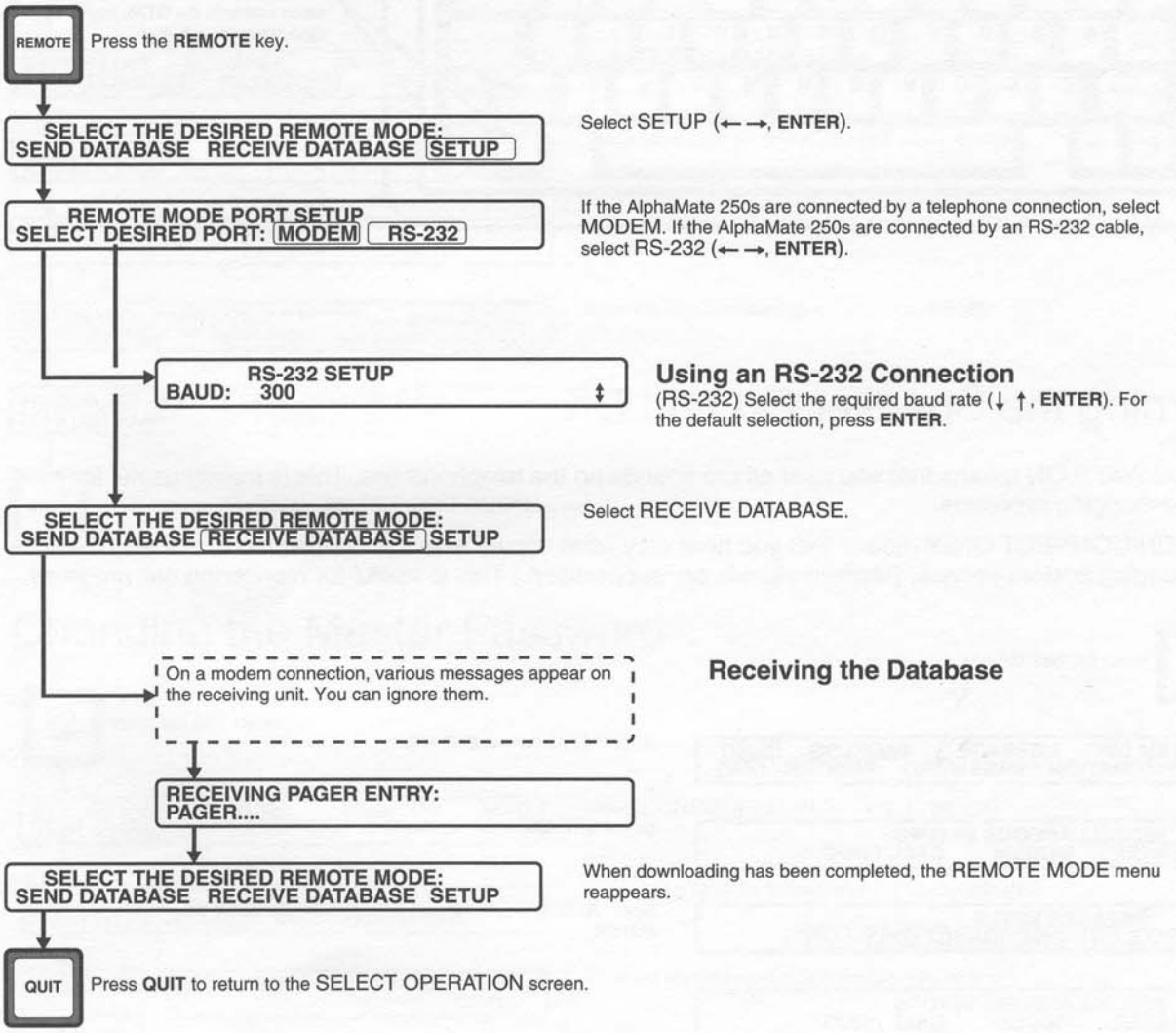
  Note: The Canned Message Directory cannot be sent.
- √ The sent directories replace the directories in the receiving unit.
- √ Data can be transferred either locally using an RS-232 connection or remotely using a telephone line. Both units must be in the Remote mode, and must have the identical RS-232 or modem setup.
- √ An AlphaMate 250 *cannot* communicate with an AlphaMate II.


REMOTE
Press the REMOTE key.
SELECT THE DESIRED REMOTE MODE:
SEND DATABASE RECEIVE DATABASE SETUP
Select SETUP (← →, ENTER).
REMOTE MODE PORT SETUP
SELECT DESIRED PORT: MODEM RS-232
If the AlphaMate 250s are connected by a telephone connection, select MODEM. If the AlphaMate 250s are connected by an RS-232 cable, select RS-232 (← →, ENTER).
ENTER TELEPHONE NUMBER FOR MODEM:
Using a Telephone Connection (Modem)
(MODEM) Type the telephone number, and press ENTER.
RS-232 SETUP
BAUD: 300
Using an RS-232 Connection
(RS-232) Select the required baud rate (↓ ↑, ENTER). For the default selection, press ENTER.
SELECT THE DESIRED REMOTE MODE:
SEND DATABASE RECEIVE DATABASE SETUP
Select SEND DATABASE.
On a modem connection, various messages appear on the sending unit. You can ignore them.
Sending the Database
SENDING PAGER ENTRY:
PAGER....
SELECT THE DESIRED REMOTE MODE:
SEND DATABASE RECEIVE DATABASE SETUP
When downloading has been completed, the REMOTE MODE menu reappears.
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Receiving Directory Data From Another AlphaMate 250

- √ An Alphamate 250 can receive the System, the Pager, and the Group Directories from another Alphamate 250.

  Note: The Canned Message Directory cannot be received.
- √ The directories received replace the existing directories in the unit.
- √ Data can be transferred either locally using an RS-232 connection or remotely using a telephone line. Both units must be in the Remote mode, and must have the identical RS-232 or modem setup.
- √ An AlphaMate 250 *cannot* communicate with an AlphaMate II.


REMOTE
Press the REMOTE key.
SELECT THE DESIRED REMOTE MODE:
SEND DATABASE RECEIVE DATABASE SETUP
Select SETUP (← →, ENTER).
REMOTE MODE PORT SETUP
SELECT DESIRED PORT: MODEM RS-232
If the AlphaMate 250s are connected by a telephone connection, select MODEM. If the AlphaMate 250s are connected by an RS-232 cable, select RS-232 (← →, ENTER).
RS-232 SETUP
BAUD: 300
Using an RS-232 Connection
(RS-232) Select the required baud rate (↓ ↑, ENTER). For the default selection, press ENTER.
SELECT THE DESIRED REMOTE MODE:
SEND DATABASE RECEIVE DATABASE SETUP
Select RECEIVE DATABASE.
On a modem connection, various messages appear on the receiving unit. You can ignore them.
Receiving the Database
RECEIVING PAGER ENTRY:
PAGER....
SELECT THE DESIRED REMOTE MODE:
SEND DATABASE RECEIVE DATABASE SETUP
When downloading has been completed, the REMOTE MODE menu reappears.
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Adjusting the Display Contrast

To adjust the display contrast, press and hold the **CTRL** key, then press the ↓↑ keys.

Turning the Speaker On and Off

√ ALWAYS ON means that you hear all the sounds on the telephone line. This is mainly useful for debugging problems.

√ ON/CONNECT ONLY means that you hear only what occurs after the connection is made to the paging system service. (Modem signals are suppressed.) This is useful for monitoring call progress.

SET UP Press the **SET UP** key.

SYSTEM DIR MESSAGE PAGELOG [MISC]
CONFIGURATION PASSWORD PRINTER DIAG

Select MISC (← →, **ENTER**).

MISCELLANEOUS SETUPS
[SPEAKER] MODEM CALL PROG

Select SPEAKER (← →, **ENTER**).

SPEAKER SETUP
[ALWAYS ON] [ON/CONNECT ONLY] [OFF]

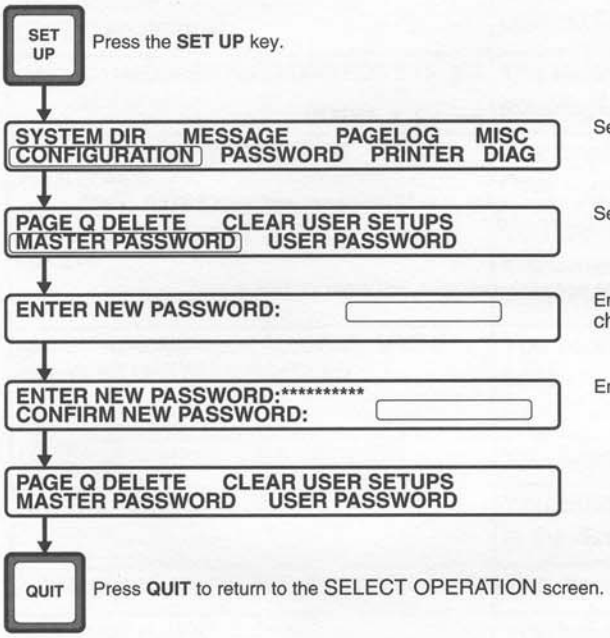
Select ALWAYS ON, ON/CONNECT ONLY, or OFF (← →, **ENTER**).

MISCELLANEOUS SETUPS
SPEAKER MODEM CALL PROG

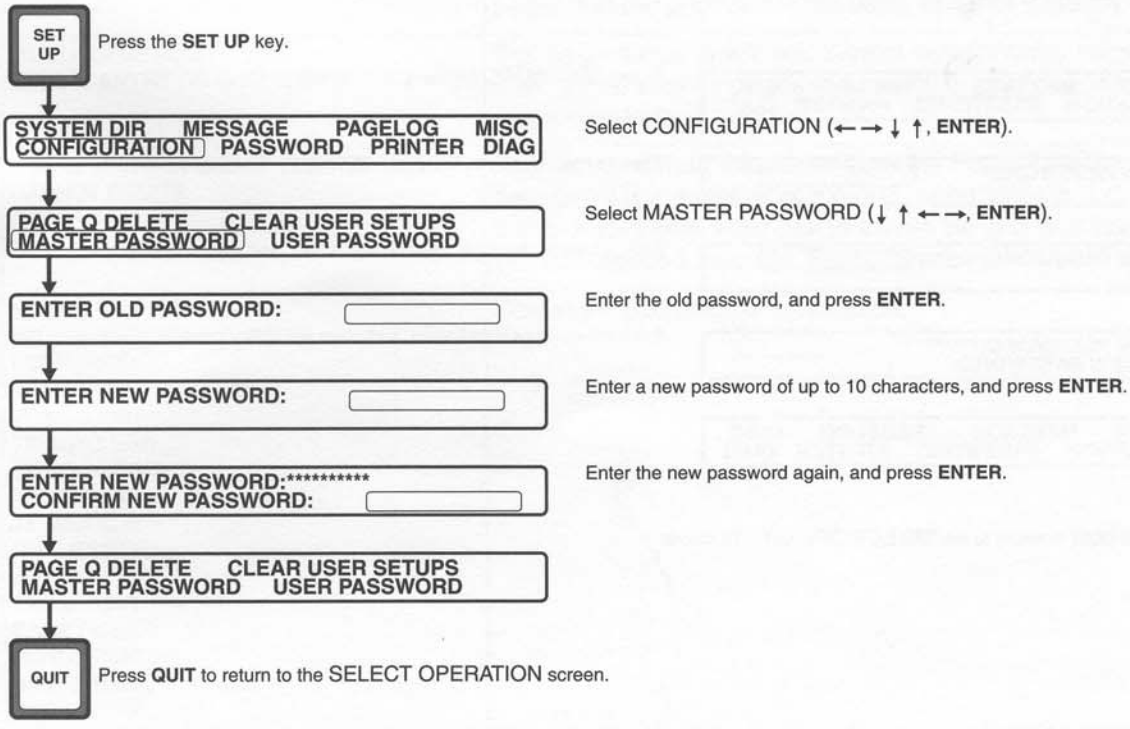
QUIT Press **QUIT** to return to the SELECT OPERATION screen.

Entering a Master Password

- √ A master password can be used to prevent unauthorized people from changing the data in the System Directory.
- √ Always keep a record of your password. It is impossible to access many AlphaMate 250 functions without it!
- √ A password must begin with a letter. Each subsequent character may be a letter, a number, a space, an ampersand (&), or a dash (-).

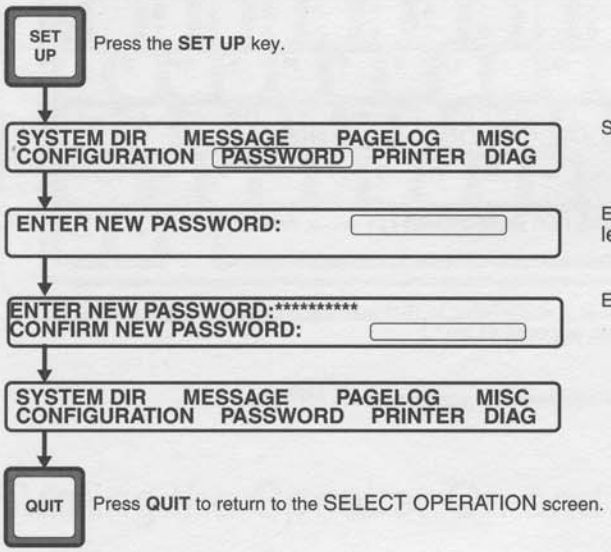

SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select CONFIGURATION (← → ↓ ↑, ENTER).
PAGE Q DELETE CLEAR USER SETUPS
MASTER PASSWORD USER PASSWORD
Select MASTER PASSWORD (↓↑ ← →, ENTER).
ENTER NEW PASSWORD:
Enter a new password of up to 10 characters, and press ENTER. (Each character appears as an *.)
ENTER NEW PASSWORD:**********
CONFIRM NEW PASSWORD:
Enter the new password again, and press ENTER.
PAGE Q DELETE CLEAR USER SETUPS
MASTER PASSWORD USER PASSWORD
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Changing the Master Password


SET UP
Press the SET UP key.
SYSTEM DIR MESSAGE PAGELOG MISC
CONFIGURATION PASSWORD PRINTER DIAG
Select CONFIGURATION (← → ↓ ↑, ENTER).
PAGE Q DELETE CLEAR USER SETUPS
MASTER PASSWORD USER PASSWORD
Select MASTER PASSWORD (↓ ↑ ← →, ENTER).
ENTER OLD PASSWORD:
Enter the old password, and press ENTER.
ENTER NEW PASSWORD:
Enter a new password of up to 10 characters, and press ENTER.
ENTER NEW PASSWORD:**********
CONFIRM NEW PASSWORD:
Enter the new password again, and press ENTER.
PAGE Q DELETE CLEAR USER SETUPS
MASTER PASSWORD USER PASSWORD
QUIT
Press QUIT to return to the SELECT OPERATION screen.

Entering a User Password

- √ A user password can be used to prevent unauthorized people from changing the data in the Pager Directory.
- √ Always keep a record of your password. It is impossible to access many AlphaMate 250 functions without it!
- √ A password must begin with a letter. Each subsequent character may be a letter, a number, a space, an ampersand (&), or a dash (-).



Press **SET UP** key.

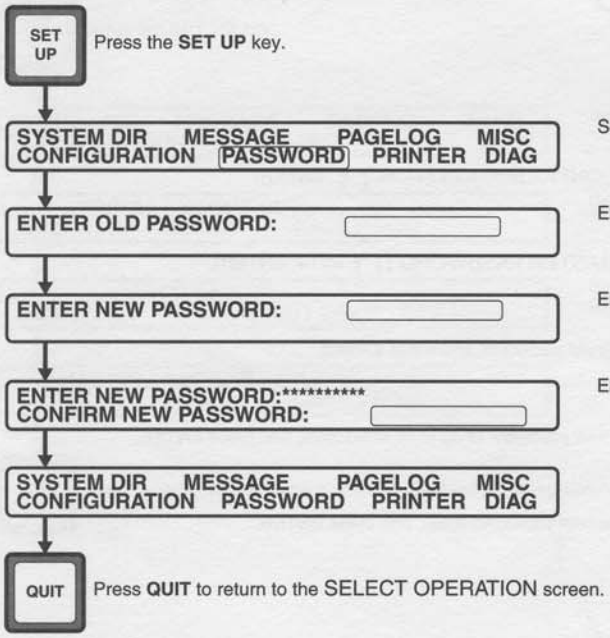
Select PASSWORD (← → ↓ ↑, **ENTER**).

Enter a new password of up to 10 characters, and press **ENTER**. (Each letter appears as an *.)

Enter the new password again, and press **ENTER**.

Press **QUIT** to return to the SELECT OPERATION screen.

Changing the User Password



Press **SET UP** key.

Select PASSWORD (← → ↓ ↑, **ENTER**).

Enter the old password, and press **ENTER**.

Enter a new password of up to 10 characters, and press **ENTER**.

Enter the new password again, and press **ENTER**.

Press **QUIT** to return to the SELECT OPERATION screen.

Error Messages and What They Mean

Message Displays	Message Meaning and Remedy
ALREADY IN GROUP	You cannot add this member to this group: the group already contains that member.
NO ANSWER BUSY NO DIAL TONE BAD PASSWD LOST CONNECTION	The AlphaMate 250 is unable to make a connection, or an existing connection has failed, during paging or downloading. The paging service has not answered the call within the user-defined timeout period.
CANNED MESSAGE TOO LONG FOR SYSTEM	The message being sent exceeds the maximum page-length specified in the System Directory.
CONFIGURATION IS PASSWORD PROTECTED	The Configuration menu is protected by a master password. Only someone who knows the password can access this data.
GROUP USED IN PAGE QUEUE, CANNOT DELETE	You cannot delete this group from the Group Directory because it is currently in the paging queue. First delete it from the queue, then you can delete it from the Group Directory.
MAXIMUM NUMBER OF ALLOWED GROUP MEMBERS HAS BEEN REACHED	You cannot add any more users to this Group Directory, because it is full. All Group Directories can contain a collective total of 250 entries.
MESSAGE NUMBER DOES NOT EXIST	You have asked for a canned message that does not exist.
NAME ALREADY EXISTS	You cannot add this name to this directory, because it is already in the directory.
NO MESSAGE EXISTS FOR THIS PAGE	The message for a page queue entry does not exist.
NAME NOT FOUND	You have asked for an entry that does not exist in this directory. (This might be a user in the Pager Directory or a user in the Group Directory.)
PAGE REJECTED	The paging service system has rejected the page because the pager number provided is not valid, or is not currently in service.
PAGE QUEUE FULL DELETE ENTRY ON QUEUE STATUS SCREEN	The page queue is full: you cannot send another page at this time. Either wait for pages to be sent, or delete individual or all messages from the queue.
PAGER ENTRY IN GROUP OR PAGE QUEUE, CANNOT DELETE	You cannot delete this pager from the Pager Directory, either because it is a member of a group, or because it is currently in the paging queue. First delete it from the group or queue, then you can delete it from the Pager Directory.
SENT NO CONTACT SESSION LOST CONN TP CON ERR TP LOG ERR TP AUTO ERR TP GO AHEAD TP NO RESP TP MAX BLK DUPLEX ERR ABORT TX TIMEOUT PAGE REJECT FORCE DISC ALL REJECT BAD PASSW	Communication status information.

Message Displays	Message Meaning and Remedy
SYSTEM DIRECTORY IS EMPTY, MAKE ANOTHER SELECTION	You cannot add users to the Pager Directory because the System Directory does not contain any paging system services. You must have at least one entry in the System Directory.
SYSTEM USED IN PAGER ENTRY OR PAGE QUEUE, CANNOT DELETE	You cannot delete this paging system service from the System Directory because it is needed by one or more users in the Pager Directory. Transfer these other users to another paging system service first, then you can delete this one.
WAITING FOR SERIAL PORT	The serial port is already in use, and you must wait.

Troubleshooting Procedure

Step		Procedure
1	Check that the telephone line is working.	Disconnect the telephone line from the AlphaMate 250, and plug it into a telephone. Lift the receiver, and check for dial tone. If the telephone line is not working, call the telephone company, or find a working line and move the AlphaMate 250 to it.
2	Verify that the telephone line is an analog line, as opposed to a digital data line.	The AlphaMate 250 must be connected to an ordinary analog telephone line. It does not work on a data line.
3	Check for a telephone or fax machine on the same line.	The AlphaMate 250 can share a line with a telephone or fax machine. However, the AlphaMate 250 cannot send a page while the phone or fax machine is *using* the line.
4	Verify that the telephone number for the paging service is correct.	Verify that the number entered into the AlphaMate 250 System Directory is correct. If you suspect that you have the wrong number for the paging service, plug a telephone into the line and dial the number for the paging service. You should hear modem tones on the line; if a person answers, you have the wrong number.
5	Turn on the speaker.	Press the **SETUP** key. Select MISC from the menu. Select SPEAKER from the next menu. Select ALWAYS ON from the next menu. Press the **QUIT** key.
6	Send a test page.	Use the normal technique to send a page to your own pager.
7	Listen for the off-hook relay.	When the AlphaMate 250 sends a page, it begins by going off-hook. You should hear a relay click. If you do not hear the relay, return the AlphaMate 250 for repair.
8	Check for dial tone.	When the AlphaMate 250 goes off-hook, it should get a dial tone. If you do not hear a dial tone and you know that the line is good, check that the AlphaMate 250 is connected to the line properly.
9	Check for ringing.	In response to the dial tone, the AlphaMate 250 dials the number of the paging service: you should hear the tones for the various digits. You should then hear ringing from the paging service. If you do not hear ringing, check the telephone number of the paging service in the System Directory. Remember that if the AlphaMate must first access an outside line, you should include 9 (or another digit) to get the outside line; you should also include the symbol @ after this digit to create a 2-second delay before dialing the rest of the number. You may also need to include the digit 1 for long-distance access to the paging service.
10	Check that the paging service answers.	Is the paging service sending a busy signal? The AlphaMate 250 tries to send each message four times before it gives up. If the paging service seems to be permanently busy, call them to see if there is a problem.
11	Check that you are not getting a person or a recorded message.	If you get a person or a recorded message, you have the wrong number for the paging service. Find the correct number, and correct the System Directory entry.

Step		Procedure
12	Check for premature disconnect.	If the AlphaMate 250 rings the paging service, gets an answer, and then disconnects without sending a complete page, check the modem setup in the System Directory: perhaps the settings are not correct. Call the paging service and find out what the settings should be, and correct the System Directory.
13	Check the System Directory.	Check the entire System Directory, and verify that no pager records have been placed there by mistake.

You can contact the Motorola® Paging Products Division One-Call-Support™ Center by calling 1-800-520-PAGE (1-800-520-7243).